



**United States Bankruptcy Court  
District of Utah**

***Position Announcement***

UTBC 2008-03

**Position: Technical Writer/Customer Support**

**Location: Salt Lake City, Utah**

**Starting Salary Range: \$52,250 - \$65,315 Starting salary commensurate with experience, education and qualifications.**

**Salary Potential to: \$84,913**

**Closing Date: Open Until Filled**

**POSITION OVERVIEW:**

The technical writer produces technical manuals and other documentation in support of IT Operations. Duties will include, but not limited to:

Research, write and edit documentation in support of a custom software program used by Courts throughout the United States. Work closely with subject matter experts in the Court system to document processes, create end user documentation, web site content, technical manuals, training manuals, test plans, presentation content, and various miscellaneous reports.

Performs testing on new releases of the software program, documenting any issues for follow-up by the programming staff.

Responds to emails and telephone calls by users of the program for guidance on its use. Serves as moderator on a discussion board related to the software program, answering questions and providing support to end users.

**QUALIFICATIONS:**

Applicants must have **three years of specialized experience** which is in or directly related to the line of work of this position. **Specialized experience** is progressive responsibility to develop and disseminate technical information through various sources such as manuals, web pages, and/or electronic media. Also, has the ability to communicate and simplify complex technical information, both orally and in writing to a wide range of audiences.

Preference may be given to applicants who have a Bachelor's degree in a related field, and have worked in an IT environment for at least 2 years.

**CONDITIONS OF EMPLOYMENT:**

All application information is subject to verification. Appointment to this position is provisional, contingent upon a background check. Employees of the judiciary are “at-will” employees, and are subject to a six-month probationary period. Judiciary employees are required to adhere to the judicial Code of Conduct. Applicants must be citizens of the United States of America or be eligible to work in the United States.

**BENEFITS:**

The United States Bankruptcy Court is part of the judicial branch of the United States government. Court employees are not included in the government’s Civil Service classification. They are, however, entitled to the following benefits: paid vacation, paid holidays, sick leave, choice of health plans, federal employees retirement system, life insurance, flexible spending accounts (health and dependent care), long term care options, and the thrift savings plan (the federal government’s 401K plan). This position is subject to mandatory direct deposit for payment of net pay.

**APPLICATION PROCEDURE:**

Qualified persons should submit an 1) Application for Judicial Branch Federal Employment (AO-78), 2) a resume, 3) cover letter and 4) a writing sample to the address below, or email to [bankruptcy\\_jobs@utb.uscourts.gov](mailto:bankruptcy_jobs@utb.uscourts.gov) Application form AO-78 is available via the court’s website [www.utb.uscourts.gov](http://www.utb.uscourts.gov) or at the address listed below from 8:00 a.m. to 4:30 p.m. Monday-Friday.

United States Bankruptcy Court  
Attn: Jon Willardson, Human Resource Specialist  
301 Frank E. Moss Courthouse  
350 So. Main St.  
Salt Lake City, Utah 84101  
or  
email them to [bankruptcy\\_jobs@utb.uscourts.gov](mailto:bankruptcy_jobs@utb.uscourts.gov)

Applications submitted by September 10, 2008 are encouraged.

Incomplete applications will not be considered.

Only qualified applicants will be considered for this position, and only those candidates selected for an interview will be contacted.

**\*EQUAL OPPORTUNITY EMPLOYER\***